



Service Level Agreement

Support Services Guide

V5 – 15 October 2026

Services included in this agreement:

- 01** Implementation
- 02** Helpdesk Support
- 03** Technical Support
- 04** Training Service
- 05** Consultation Services

Implementation

When you move to OneLaw, a dedicated Customer Success Consultant guides your firm through every step - from initial scoping through to go-live, training and a handover to our dedicated phone support and account management teams. Our structured four-stage process ensures a smooth, confident transition.

1

Planning Your Implementation

Talk to us about your preferred go-live date as early as possible. This helps us secure a slot that suits your firm.

Your date is reserved once the agreement is signed and the deposit paid. Until then, you have first right of refusal on the proposed go-live date. If another firm requests the same date, you'll have two weeks to sign and pay the deposit.

We can't hold your date if the agreement is signed later than the two-week deadline, or less than 10 weeks before go-live. In that case, we'll propose an alternative date. Once your date is confirmed, your transition project starts 10 weeks before go-live.

2

Pre-Implementation

We scope your configuration and requirements, confirm your IT environment meets our minimum computer system requirements, set up your OneLaw cloud and database configuration and if you have existing data, we test the migration of your data to look for any issues.

You'll have a single point of contact, a dedicated Customer Success Consultant to guide you through decisions and milestones.

You'll meet one of your trainers to discuss your firm's system codes, firm processes, AML programme, trust account set up, document configurations and other settings. You'll meet a document assembly specialist to scope your document styles and precedent requirements.

3

Final Migration & Go-Live Prep

We take care of data extraction, data transformation, data upload and quality checking from most major systems, we'll let you know about any that aren't possible during our sales process. For some system providers, we may recommend you use our Approved Partner for data extraction. While they contract with you directly, we will work with them all the way, so the experience is well coordinated.

Wherever possible, we import your trust account data, documents, deeds, set up cloud provisioning, software installation and for most systems we will bring your trust account data across so you can use it in OneLaw. In the instances we can't migrate trust account data, we will talk to you about a workaround during the sales process. We set up your users and their levels of access and system privileges, fee types and other settings.

We ensure your trust account is balanced to the bank and your previous system, so you are set up from day one. We also prepare your document assembly precedent starter pack (or full library based on quoted scope).

④

Go-Live

Your OneLaw software goes live with everything set up and ready to use - no modifications are required. Any third-party integrations to OneLaw can also be set up if you let us know during your onboarding.

Training commences on day one, usually a Monday, with training sessions spread over 3-4 days on-site at your firm or remotely (as agreed in quote).

In between training sessions, as your team starts to get to work, our trainers are available to answer all those questions as you start to use the system in your day to day.

⑤

Post Go-Live

Our team hands you over to our business hours phone and email support team who assist you as you start using the system day to day - any issues just call or email and one of our friendly staff will help you right away. Follow-up training sessions are also available as required.

You'll also have access to our online Help Centre with hundreds of searchable articles on OneLaw features and setup.

After 6+ weeks on the system, we'll introduce you to our account management team for a post-implementation check-in. They'll help with any questions about plans, new features, upgrades or training.

After go-live you may want to explore optional add-ons and integrations such as our Artificial Intelligence or Business Intelligence options and preparing your firm for these operational changes in their ways of working.

Responsibility Matrix

Pre-Implementation			
Action	OneLaw	IT Team	Your Firm
Initial consulting, demo, quote, system requirements	✓		✓
Contracts sent and signed	✓		✓
Minimum system requirements/system access	✓	✓	✓
Deposit invoiced and paid	✓		✓
Database configuration, migration plan and timing	✓		✓
Trial data migration and feedback	✓		✓
Confirm training, users, permissions and templates	✓		✓

Final Migration & Go-Live Preparation

Action	OneLaw	IT Team	Your Firm
Data collection (C.O.B. Wednesday prior to go-live)	✓		✓
Firm operates on limited edit access to current system (usually over Thursday-Friday) but you'll be guided on all the ways we can support normal functionality			✓
Data migrated, set up and balanced	✓		
Document and deed import	✓		
Cloud provisioning	✓		
Client software installed for all users	✓	✓	
Document assembly setup	✓		
Username credentials distributed	✓		✓
Go-live day - all parties on standby	✓	✓	✓

Go-Live & Post Go-Live

Action	OneLaw	IT Team	Your Firm
Training commences Monday (day of go-live, spread over 3-4 days)	✓		✓
Whole firm training sessions	✓		✓
Specialist sessions for specific roles	✓		✓
Additional training refreshers as needed (request through support or account managers)	✓		✓
Customer subscribed to communications list	✓		✓
Old system decommission (if applicable)		✓	✓
Post-implementation check-in (6-8 weeks after go-live)	✓		✓

02 SERVICE

Helpdesk Support

Your first point of contact for all OneLaw-related questions, assistance and feedback. The helpdesk manages incidents end-to-end - logging, triaging, resolving, connecting and escalating where needed - during business hours. We are known for our world-class support with a 98-100% monthly satisfaction rating. Our service guarantee: quick to pick up and time to get it right. Real experts answer your questions.

8:30am - 5:00pm NZ business hours, Mon-Fri	Business hours We aim for a 97% Customer satisfaction rating or higher.	Extended support If your issue needs an extended session, in-depth troubleshooting, configuration work or training, we'll ask you to book a dedicated time slot.
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Extended sessions or training may be chargeable depending on your OneLaw plan and the nature of the call, such as trust account processing, user errors or multiple client re-installs or updates

Response Time Target

Level	Priority	Response Time	Definition / Examples
P1	Urgent	30 minutes	Total failure affecting multiple/critical users. e.g. no one can log in; No workaround available. Report by phone first for critical issues. During a critical outage that is now logged by other users - you may get a recorded message while we resolve the issue. You can then log an email ticket to receive tailored updates.
P2	High	1 hour	Partial failure affecting multiple users or a critical function. e.g. performance degraded; add-in failing for all. Workaround available.
P3	Normal	24 hours	Single user affected or data/process error requiring assistance e.g. document retrieval; bank import issue. Bug, user error.
P4	Service Request	As agreed	Non-urgent requests e.g. upgrade request, training, enhancement request, billing query, how-to query. Configuration or setting changes.

⚠ P1 & P2 incidents must be reported by phone at first to receive priority response times until the issue is known.

What's Included

- ✓ Access to hundreds of written helpdesk articles with detailed instructions
- ✓ Email and phone support with experts in practice management, trust accounting and OneLaw software
- ✓ Ticket logging, monitoring and closure
- ✓ Remote diagnosis and resolution of issues
- ✓ Escalation to technical support
- ✓ Software installation on user PCs and upgrades
- ✓ Liaison with your IT vendors on infrastructure matters
- ✓ Root cause analysis for recurring issues

Contact

 03 339 5032 Phone	 support@onelaw.co.nz Email	 8:30am - 5:00pm Mon- Fri (excl. NZ public holidays)
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03 SERVICE

Technical Support

When a helpdesk incident requires deeper investigation or specialist skills, it is escalated to the Technical Support team by our Support team. Technical support handles complex software issues, environment changes, and custom data needs - working closely with your IT provider where required.



Software Diagnosis & Resolution

In-depth investigation and resolution of OneLaw software and service layer incidents that cannot be resolved at the helpdesk tier.



Integration Diagnosis & Resolution

Diagnosis, referral and resolution of issues with approved Integration partner products. We may refer you to the integration partner if the issue is determined to be on the Integration partner's software or environment.



Environment Changes

Managing changes to the environment OneLaw operates in - new cloud setup, migrations and infrastructure updates in coordination with your IT provider.



Workarounds

Where full resolution is not immediately possible, implementation of temporary workarounds to restore productivity while a fix is developed.

8:30am - 5:00pm NZ Business hours, Mon-Fri	Business hours We aim for a 97% Customer satisfaction rating or higher. Calls related to general issues with OneLaw are free.	Extended technical support Service requests that aren't related to an issue with OneLaw may be chargeable depending on and the nature of the call. Out of hours work is chargeable at out of hour rates.
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OneLaw cannot be held accountable for issues or delays caused by IT equipment or services not implemented, configured or managed by OneLaw.

We will always provide professional care and guidance in these situations.

04 SERVICE

Training Service

The Training team ensures your people get the most out of OneLaw - from initial go-live training through to refreshers as your team grows or the software evolves. Training is available on request and is also provided as part of the implementation process.



Initial Go-live Training

Full onboarding training for all users at go-live, covering core OneLaw functions, matter and document management, trust accounting and integrations.



New Feature Training

When OneLaw releases significant new functionality, resources are provided through Help Centre and webinars. In addition, you may book targeted training sessions that can be arranged to bring your team up to speed.



Refresher/New User Training

Ad hoc sessions for new staff, returning users or teams wanting to deepen their use of specific modules or features.

We may recommend you undertake training if you are making repeated requests to support, to help you feel more confident in an area of the software.

Pricing

Training (escalated from helpdesk) Charged at OneLaw standard consulting rate.	Ad hoc training Quoted and agreed prior on a time and materials basis.
On-site training Travel and accommodation expenses billed separately.	Business hours 8:30am-5pm, Mon-Fri (excl. NZ national public holidays).

Not included in training scope:

✗ Integrated third-party products (e.g. Xero, InfoTrack)

Consultation Services

Beyond day-to-day support, OneLaw offers structured consulting engagements to help your firm get more from the software and excel at the business of law. Whether you're keen to find efficiencies, moving banks, changing managed service providers, unravelling some data or accounting anomalies or planning a merger or firm split, our consultants work with you to deliver practical outcomes.

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Workflow & Configuration Consulting
 Review and optimise how your firm uses OneLaw - including matter types, billing configurations, user permissions and module setup. Moving banks or major changes to your financial systems.
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Project Scoping
 Larger initiatives (migrations, mergers, archiving, significant configuration changes) are scoped and managed as discrete projects, separate from the standard SLA.
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Template & Document Assembly
 Design and build of document assembly precedents. InfoSheets and automations including invoice and statement templates tailored to your firm's requirements.
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Reporting & Data
 Custom SQL reporting and data extraction beyond standard OneLaw reporting, providing the insights your firm needs. You may be required to be on a higher OneLaw plan for access to BI Gateway.
- 
Building your firms IP
 Development of document automation templates, precedents, AI prompts and workflows.
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Custom Data Extraction
 Custom SQL data extraction from the OneLaw database when standard reporting does not meet your needs.

Hourly Standard consulting rate applies	Scoped All projects scoped and approved upfront
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Consultation services are charged at OneLaw's standard hourly consulting rate. All engagements are agreed with your authorised firm contact prior to work commencing. Larger initiatives are scoped and managed as separate projects outside of this SLA.

To request a consultation

☎ 03 339 5032 ✉ support@onelaw.co.nz